



Resident Survey  
**STATEWIDE RESULTS**  
Chapter 200 & Chapter 705 Housing  
Summary Spring 2016

**NOTE**

This copy of the survey shows the percentage of respondents who chose each answer. DHCD also collected demographic information from survey respondents, such as gender, race, education, and age. The responses to these demographic questions are not included in this report in order to protect the anonymity of respondents.

In the spring of 2016, surveys were sent to **9772** housing units (Chapters 200 and 705) in Massachusetts. **3240** surveys were completed. This percentages presented here are based on that number.

**1. How many years have you lived in your current apartment?**

- 9%** Less than 1 year
- 13%** 1 to 2 years
- 23%** 3 to 5 years
- 55%** More than 5 years

**Maintenance & Repair**

**8. In the last 12 months, how many times did you contact the management of your development about a problem or concern with your apartment or building?**

- 12%** Never → **If Never, go to #11**
- 20%** Once
- 43%** 2 or 3 times
- 24%** 4 times or more

**9. In the last 12 months, how often was the problem or concern solved as soon as you needed?**

- 10%** Never
- 23%** Sometimes
- 22%** Usually
- 48%** Always

**10. In the last 12 months, when you contacted the management of your development, how often were you treated with courtesy and respect?**

- 5%** Never
- 19%** Sometimes
- 21%** Usually
- 55%** Always

**11. In the last 12 months, how many times did you have problems with the heat in your apartment?**

- 60%** Never → **If Never, go to #13**
- 21%** Once
- 12%** 2 or 3 times
- 7%** 4 times or more

**12. How long did it usually take for the problems with your heat to be fixed?**

- 50%** Less than 24 hours
- 25%** 24 to 48 hours
- 11%** More than 48 hours
- 14%** Never fixed

**13.** In the last 12 months, how many times did you have problems with the water or plumbing in your apartment?

**42%** Never → **If Never, go to #15**

**29%** Once

**20%** 2 or 3 times

**9%** 4 times or more

**14.** How long did it take for the problems with your water or plumbing to be fixed?

**49%** Less than 24 hours

**27%** 24 to 48 hours

**13%** More than 48 hours

**11%** Never fixed

### Communication

**15.** In the last 12 months, has the Executive Director at your development held any meetings with residents?

**21%** Yes

**45%** No

**33%** Don't Remember

**16.** For each of the following documents, please mark whether or not you have seen it in the last 12 months.

<b>Capital Improvement Plan</b> <i>(a 5-year plan showing what construction projects are planned for your development)</i>	<b>18%</b> Yes <b>82%</b> No
<b>Operating budget</b> for the entire Housing Authority	<b>12%</b> Yes <b>88%</b> No
<b>Annual Plan</b> <i>(the Housing Authority's written goals and objectives for improvements that will happen in the next year)</i>	<b>20%</b> Yes <b>80%</b> No

**17.** If your Housing Authority offered them, what kinds of services or programs would you be most interested in using? *Mark one or more.*

**31%** Job training programs

**29%** Money management programs (budgeting, taxes, income building)

**39%** Children's programs (tutoring, childcare, afterschool)

**26%** Health and Medical Services (visiting nurse, meal programs)

**29%** Adult Education (GED, ESL, educational counseling)

**7%** Other

### Safety

**18.** In your development, how safe do you feel going out alone during the day?

**56%** Very safe

**27%** Mostly safe

**13%** Somewhat safe

**4%** Not at all safe

**19.** In your development, how safe do you feel going out alone at night?

**34%** Very safe

**30%** Mostly safe

**23%** Somewhat safe

**13%** Not at all safe

**20.** In general, how safe do you feel in your building?

**50%** Very safe

**30%** Mostly safe

**15%** Somewhat safe

**5%** Not at all safe

**21.** Now think about your building and all the other areas of your housing development. In the last 12 months, how often has each of the following been a problem for you?

		Never	Rarely	Sometimes	Always
a.	Building maintenance ( <i>such as clean halls and stairways and having lights and elevators that work</i> )	<b>47%</b>	<b>14%</b>	<b>19%</b>	<b>20%</b>
b.	How the outdoor space is maintained ( <i>such as litter removal and clear walk ways</i> )	<b>34%</b>	<b>15%</b>	<b>24%</b>	<b>27%</b>
c.	Illegal activity in the development	<b>47%</b>	<b>15%</b>	<b>22%</b>	<b>15%</b>
d.	Strangers hanging around who should not be there	<b>38%</b>	<b>20%</b>	<b>25%</b>	<b>17%</b>